

BEFORE  
THE PUBLIC SERVICE COMMISSION  
OF SOUTH CAROLINA

DOCKET NO. 2021-188-T

Application of Uniform Movers of )  
Charleston LLC for a Class E (Household )  
Goods) Certificate of Public Convenience )  
and Necessity for Operation of Motor )  
Vehicle Carrier )  
)

PREFILED DIRECT TESTIMONY  
OF  
GRESSETTE HOLT

MS. GOODWIN: Mr. Commissioner, I'm Clare Goodwin, with Epstein Law, and I'm here with Gressette Holt, who represents Uniform Movers of Charleston LLC, as the Operator and Owner.

BY MS. GOODWIN

Q. Please state your name and address.

A. My name is Gressette Holt, and my business address is 6880 Rivers Avenue, North Charleston, SC 29406.

Q. Mr. Holt, you, in consultation with all the staff involved, have prepared testimony and have written it out, have you not?

A That is correct.

Q. Would you like to incorporate by reference any documents into your testimony?

A. Yes, I would like to incorporate by reference the Company's application and exhibits, including the tariff, bill of lading and terms, and U-Haul sample lease previously filed with this Commission.

Q. Would you please read that testimony at this time?

A I will. This is testimony which we prepared based on advice from the Office of Regulatory Staff, and I will read for you now.

WITNESS (GRESSETTE): My name is Gressette Holt, and I'm the sole Owner and Operator of Uniform Movers of Charleston.

Uniform Movers of Charleston is a South Carolina limited liability company established on May 25, 2021. A copy of a certificate of good standing was filed with our application, to show the Company is in good standing. I have a few years of experience in the Moving Industry, and wanted to start my own business. Our mission is to serve the families and realtors of the Lowcountry, and throughout the State of South Carolina to the highest level possible for a positive, memorable experience. We're seeking a Class E household-goods Certificate of Public Convenience and Necessity with Statewide Authority, and the purpose of my testimony today is to show that the public interest will be served by approval of the Class E Certificate.

**As to my education and work history:**

I received a Bachelors of Science in French and Law and Legal Studies, with a Systems Engineering emphasis from the United States Military Academy in 2019.

I have worked for a few different companies in the moving industry over the years, both in Greenville and Charleston.

**To the matter of our business and business plan portion:** Our moving business is intended to address the needs of the citizens of South Carolina. We will build our reputation on our exceptional service, attention to detail, and involvement in the community. We hope to continue to expand our customer based through high-quality service, and expand to larger residential moves across the state. Growing up in Greenville, and now residing in Charleston, I have contacts throughout the State, and find that I am receiving requests for moves in various counties throughout South Carolina as friends and family learn of my new business.

Additionally, we will continue to expand our company through local advertisements, our website and referrals from past clients, real estate agents, families, and friends. We are looking forward to becoming a prominent mover throughout the State.

Prior to receiving our Class E Certification, Uniform Movers of Charleston has completed commercial moves, “labor only” moves, and deliveries. We are seeking the Class E Certification to become compliant in the residential marketplace.

Uniform Movers of Charleston currently utilizes U-Haul for commercial moves and deliveries, specifically the 10-foot, 20-foot and 26-foot box trucks, depending on the job requirements. As our business grows, we hope to purchase a vehicle. Currently, we have a team of three people, including myself, and will look to expand our staff throughout 2022.

**To the matter of experience and business standing:** Uniform Movers of Charleston is a new company, however, I have been involved in the moving business for the past two years, since completing my undergraduate degree. I have worked for other moving companies in Charleston and Greenville, which provided a first-hand look at the methods and processes that were successful and efficient, and the ones that were not. Myself, and our team will be respectful, with strong morals and ethics learned through my time at the United States Military Academy. I will handle the scheduling and administrative work to begin, with the help of our Company’s accounting team. Once our business grows, we intend to receive additional help in this area of the business. We will build a strong reputation by providing outstanding customer service and dependability.

I have acquainted myself with the rules and regulations governing the Class E Certification for moving household goods. We will abide by the regulations governing employees, insurance, bills of lading, tariffs, leasing, and any and all others related to operations and compliance.

Uniform Movers of Charleston does not hold any other certificates or licenses for moving services. We have not conducted any proscribed actions and have no complaints filed with any organization against us, to the best of my knowledge.

**To the matter of publications:** Uniform Movers of Charleston published notification in all applicable papers and mediums, including the Notice of Filing in the Post and Courier on July 17, 2021. We have available certified copies and documentation of the same.

**To the matter of insurance:** Uniform Movers of Charleston has insurance for our Company and vehicles. Our premiums for insurance have been provided based on a \$500,000 policy, and our cargo insurance in the amount of \$50,000. I also elect to purchase coverage under U-Haul for each 30-day lease.

**Financial statement:** There've been no changes to the financial statement submitted during our application process. Uniform Movers of Charleston currently has three trucks, and substantial moving equipment, and hopes to grow our fleet.

**To the matter of the rate schedule:** Uniform Movers of Charleston set its rate schedule based on prevailing rates in South Carolina and surrounding market, as outlined in our proposed tariff.

To provide our customers transparency in pricing, we have rates for professional movers, rates for our truck, and travels fees, the combination of which will provide the client the entire invoice price. The price of the professional movers is based on the number of team members required, and the length of time. The price for the truck is a base price for the first 100 miles, considered local moves, and will be charged the same truck fee we incur from U-Haul for any long-distance moves, or moves exceeding 100 miles. We also have an adjusted travel fee for the first 100 miles, or for local moves, and have separately calculated adjusted fee for long-distance moves, or those moves exceeding 100 miles. Additionally, we do charge for heavy items, overnight storage, and holding fees.

Our research shows that people prefer transparency in moving costs, and this is our attempt to do so.

We will only use the rates provided to the Commission during the application process for our moving services. Our schedule of tariffs clearly lays out transportation costs, the rate for straight time for men, vehicle costs, travel fees, minimum charges, heavy item charges, and discounted rates. Uniform Movers

of Charleston has no surcharge for stairs. I recognize that we can only provide estimates based off the tariffs provided to the Commission and we are not at liberty to provide fixed quotes.

**To the matter of employees:** Our company currently does not have any employees. As we expand, we hope to add staff next year, according to need. These individuals will be provided with training on moving furniture and household wares as well as training on interacting with customers prior to working with Uniform Movers of Charleston. I will personally train each employee, though video trainings, and hands-on training, as consistency on processes and procedure for the Company is important to me. Additionally, we will ensure they are covered under our insurance policy, including Workers' Compensation when appropriate, or have their own.

**To the matter of territory:** While we will primarily handle moves in the Lowcountry and Greenville, we have asked for Statewide Authority. We made this request so in the instance someone request our services moving to or from the Lowcountry or Greenville to other parts of the State, we can provide them services. As I am sure you are aware, in addition to the Lowcountry, other areas of the State are expanding rapidly, like Aiken, Fort Mill, and Myrtle Beach. With the steady rise in real estate transactions, there is certainly a need for moving companies, like Uniform Movers of Charleston, to operate in all counties throughout South Carolina. The Statewide Authority will allow us to move nearly all clients that call to request our services.

**To the matter of equipment:** Uniform Movers of Charleston currently does not own any vehicles, but does own adequate equipment to perform moving services. Uniform Movers of Charleston will rent U-Haul trucks in a 30-day basis, while the Company build enough profit to purchase a vehicle.

**Finally, to the matter of the bills of lading:** Uniform Movers of Charleston will provide bills of lading for each move conducted by our company. We have a proposed example of our document. Our primary business model will be to use labor hours and vehicles for use for a bill of lading, as well as travel fees. Therefore, the process should be very simple and straightforward for our clients, and for our team during

the training process. Moreover, we understand that records must be kept for three years and have a filing system to ensure such safe record keeping.

We go above and beyond for our clients, and we believe our commitment to them will help us earn their future business, and referrals to family and friends. This is an industry I know and enjoy working in and hope to continue with Uniform Movers of Charleston for many years. Thank you for your consideration.

MS GOODWIN: Mr. Chairman, we would like to introduce three sets of documents into evidence. The first is our proposed tariff, the second the proposed Bill of Lading with terms and, finally, the Uniform Movers of Charleston.